Case Study Title

CRM CASE STUDY

Name

- Personal Info
- Etc.

Question Policy

Overview

- Objectives
- Critical Skills Review
- Case Study Focus Skill
- Synopsis
- Focus Questions

Objectives

- Terminal Objective

- Enabling Objective

Crew Resource Management

- Allows crew to interact effectively while performing mission tasks
- Effects behavior modifications in order to lessen crew preventable errors and other human causal factors
- Improves mission effectiveness through increased awareness of associated behavioral skills

CRM Critical Skills Review

- Decision Making (DM)
- Assertiveness (AS)
- Mission Analysis (MA)
- Communication (CM)
- Leadership (LD)
- Adaptability/Flexibility (AF)
- Situational Awareness (SA)

Case Study Focus Skill

ADAPTABILITY/FLEXIBILITY

- The ability to alter a course of action based on new information, maintain constructive behavior under pressure, and adapt to internal and external environmental changes

Situations requiring A/F

- Unbriefed situations
- Routine mission becomes an emergency
- Transitions
- A crew member becomes incapacitated
- Interactions are strained

Effective A/F behaviors

- Alter behavior to meet situational demands
- Be open and receptive to other’s ideas
- Help others when necessary
- Maintain constructive behavior under pressure
- Adapt to internal and external environmental changes

Maintaining Adaptability

- Decision not irrevocable - continue to evaluate
- Anticipate problems
- Recognize and acknowledge any change
- Take alternative actions, if necessary
- Interact constructively with entire crew

  - provide and ask for assistance

  - gain crew support for decisions made

Synopsis

Focus Questions

Focus Questions

Remember

- Mission success depends on altering behavior and dynamically managing crew resources to meet situational demands

- Crew decision making must remain flexible to effectively respond to all situations

Questions?